



OPERATIONAL MEMO

TITLE:	FY 2020-21 COUNTY INCENTIVES PROGRAM: TRAINING AND QUALITY INCENTIVE: QUARTERS 2 AND 3 QUALITY MEETINGS
SUPERSEDES NUMBER:	N/A
EFFECTIVE DATE:	JANUARY 1, 2021
DIVISION AND OFFICE:	COMMUNICATIONS AND GOVERNMENT RELATIONS, POLICY, COMMUNICATIONS & ADMINISTRATION OFFICE
PROGRAM AREA:	COUNTY RELATIONS AND ADMINISTRATION
KEY WORDS:	TRAINING, INCENTIVES, QUALITY
OPERATIONAL MEMO NUMBER: HCPF OM 21-003	
ISSUE DATE: JANUARY 8, 2021	
APPROVED BY: RACHEL REITER	

HCPF Memo Series can be accessed online: <https://www.colorado.gov/hcpf/memo-series>

Purpose and Audience:

The purpose of this Operational Memo is to provide guidance to county departments of human/social services (county) on meeting Quarter 2 and Quarter 3 Quality Meeting requirements for the Department of Health Care Policy and Financing (Department), FY 2020-21 County Incentives Program, Training and Quality Incentive.

Information:

The Training and Quality Incentive is weighted at thirty percent (30%) of the total County Incentives funding. To earn funding, counties must attend one hundred percent (100%) of the four scheduled meetings during the fiscal year. The first quarter quality meeting focused on learning about each county's current Quality Assurance (QA) process through individualized meetings that occurred from July 1, 2020 to December 30, 2020. This allowed the Department to categorize the process maturity of each county's QA program. The second and third quarter (Q2 and Q3) meetings will focus continuous improvement efforts on assisting each county improve the process maturity of their individual QA programs through participation in two, two-hour Continuous Improvement Learning (CIL) sessions and the development of a final Action Plan that

details the steps the county will take to mature their QA program and related processes. Details on the CIL sessions are below.

Continuous Improvement Learning (CIL) Sessions

- **Conduct 4 CI Learning Sessions with Quality Assurance (QA) focus**
 - Four CIL Sessions - two hours in length for each Learning Session
 - Four CIL Sessions broken out into two modules

Module 1 - Two dates two hours for each session. Same content for both dates.

- Audience: Counties in QA Maturity Models level 1 & 2.
 - Level 1 - No defined process and is highly reactive.
 - Level 2 -This level indicates sites only conduct reviews due to mandates.
- Goal/Objective: "Reaching into QA Maturity Level 3 & Beyond"
- Utilize A3 Lean Tool to identify root causes preventing reaching Level 3.
 - Level 3 - This level indicates the site has a consistent process and is proactively looking for how it is performing.
 - Pre-work - A3 slide deck will be sent out and required to read prior to learning session. The Department will be conducting a optional call if any Counties have questions on the A3.
 - Goal 1 - Identify Root Causes with Group
 - Goal 2 - Identify Countermeasures with Group
 - Goal 3 - Demonstrate how to complete an Action Plan
 - Goal 4 - Counties will be required to complete and return their Action Plan. Actions Plans will be due to the Department two weeks from the date of their training.
- Highlight Best Practice County during each session.
- **Module 2 - Two dates two hours for each session.** Same content for both dates.
 - Audience: Counties in QA Maturity Models level 3 & 4
 - Level 3 -This level indicates the site has a consistent process and is proactively looking for how it is performing.
 - Level 4 - This level indicates the eligibility site has identified what performance measures are important to them and use case reviews to measure the eligibility process performance.
 - Goal/Objectives: "Reaching into QA Maturity Level 5"
 - Utilize A3 Lean Tool to identify root causes preventing reaching Level 5.
 - Level 5 -Optimization. This level indicates the site has built QA into their business process, it is not an external process, rather integral to how they do their work.

- Pre-work - A3 slide deck will be sent out and required to read prior to learning session. The Department will be conducting a optional call if any Counties have questions on the A3
- Goal 1 - Identify Root Causes with Group
- Goal 2 - Identify Countermeasures with Group
- Goal 3 - Demonstrate how to complete an Action Plan
- Goal 4 - Counties will be required to complete and return their Action Plan. Actions Plans will be due to the Department two weeks from the date of there training.
- Highlight Best Practice County during each session.

The Quarterly Quality Check-Ins will be documented, and the Department will track attendance to ensure compliance with the quality component of the Quality Incentive. In addition, action items from the Quarterly Quality Check-Ins will also be documented and shared with the county to track progress. Each county shall identify the appropriate staff to participate in the Quarter 2 Quality Check-Ins.

The Department will send out the A3 Slide Deck prior to the Quarter 2 check-in meetings for counties to review the information and attend the optional A3 Slide Deck Q&A call in prior to the actual Quarter 2 Check-in Meeting. There will be another optional call after the Quarter 2 quality Check-in completed if counties have follow up questions creating the Action Plans.

The Department will send out a google calendar invite to each county with the two optional and the Module call-ins accordingly.

Proposed Dates:

<u>Activity</u>	<u>Date</u>	<u>Time</u>
A3 Slide Deck Q&A Call-In (Optional)	Feb. 10, 2021	10:00 - 11:00 am
Q2 Quality Check in Meeting – Module 1	Feb. 16, 2021	10:00 am - 12:00 pm
Q2 Quality Check in Meeting – Module 1	Feb. 18, 2021	9:00am - 11:00 am
Q2 Quality Check in Meeting – Module 2	Feb. 22, 2021	10:00 am - 12:00 pm
Q2 Quality Check in Meeting – Module 2	Feb. 23, 2021	11:00am -1:00pm
Action Plan Call-In (Optional)	Feb. 24, 2021	1:00pm - 2:00pm

Each county should create and submit their final Action Plan to the Department **four weeks from the date of their training.** The Action Plans and each county's QA Program will be subject to review by the Department's Management Evaluation (ME) Review team will during the on-site ME Reviews.

Contract Language

Contract Language for the Training and Quality Incentive can be found in the [FY 2020-21 County Incentives Contract](#) in section 4.4. If conflict arises between the contract language and guidance issued through the HCPF Memo Series, contract language supersedes the guidance provided through the HCPF Memo Series.

Attachment(s):

Quality Assurance Maturity Level by County

Department Contact:

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